LOCATION-BASED COMMUNICATION SYSTEM AND METHOD FOR IMPROVING CUSTOMER EXPERIENCE

CROSS-REFERENCE TO RELATED APPLICATIONS

[0001] This application is a continuation-in-part of U.S. application Ser. No. 14/660,115, filed Mar. 17, 2015, now U.S. Pat. No. 9,178,841, which is a continuation of U.S. application Ser. No. 13/271,433, filed Oct. 12, 2011, now U.S. Pat. No. 8,984,073, which claims priority to U.S. Provisional Application No. 61/392,086, filed Oct. 12, 2010.

BACKGROUND OF THE INVENTION

[0002] 1. Field of the Invention

[0003] The invention relates generally to electronic communications, and in particular to a location-based communication system and method for improving customer or other user experience.

[0004] 2. Related Art

[0005] Traditional communication systems, such as social networking systems, are designed for the purpose of serving the widest audience possible. For example, traditional systems strive to provide full or complete access to posts, images, status updates, and other information thereon from anywhere and at anytime. With the advent of mobile devices, traditional systems simply strive to provide complete access to their system or network on such mobile devices. One problem with traditional systems is that they are inherently difficult to integrate with the "real" world.

[0006] From the discussion that follows, it will become apparent that the present invention addresses the deficiencies associated with the prior art while providing numerous additional advantages and benefits not contemplated or possible with prior art constructions.

SUMMARY OF THE INVENTION

[0007] Various communication systems and methods are disclosed herein. For instance, in one exemplary embodiment, a communication system is disclosed with such communication system comprising one or more communication devices that receive a plurality of requests, each of the plurality of requests comprising location information and associated with at least one user identifier. The location information is generated by location detecting devices that determine the location where each request was made, the location information including the location.

[0008] One or more processors are also included. Such processors identify a subset of the plurality of requests within one or more predefined areas around a message received by the communication devices using the location information, and transmit a notification to one or more user devices. The user devices are those identified by the at least one user identifier associated with each of the requests in the subset. The user devices are outside the predefined areas when the notification is transmitted.

[0009] One or more storage devices may store the plurality of requests. Each of the plurality of requests may include a request for goods or services. A predefined period of time may elapse before the notification is transmitted.

[0010] In another exemplary embodiment, a communication system comprises one or more communication devices that receive a plurality of requests, each of the plurality of requests comprising location information and associated with at least one user identifier. The location information is generated by one or more location detecting devices that determine the location where each of the plurality of requests was made, the location information including the location.

[0011] One or more processors are also included in this embodiment. The processors identify a subset of the plurality of requests by determining if a message received by the communication devices is within one or more predefined areas around each of the plurality of requests, and transmit a notification to one or more user devices. The user devices are those identified by the at least one user identifier associated with each of the requests in the subset. The user devices are outside the predefined areas when the notification is transmitted.

[0012] Similar to above, one or more storage devices may store the plurality of requests. Each of the plurality of requests may include a request for goods or services. A predefined period of time may elapse before the notification is transmitted.

[0013] In another exemplary embodiment, a non-transitory storage medium is disclosed with such storage medium storing instructions that, when executed, cause one or more processors to identify a subset of a plurality of requests by determining if a message is geographically located within one or more predefined areas around each of the plurality of requests. Each of the plurality of requests comprises location information generated by one or more remote location detecting devices and is associated with at least one user identifier.

[0014] The instructions also cause the processor to transmit a notification to one or more user devices via one or more communication devices. The user devices are those identified by the at least one user identifier associated with each of the requests in the subset. The user devices are outside the predefined areas when the notification is transmitted.

[0015] The instructions may cause the processors to transmit the message to the users. A predefined period of time may elapse before the notification is transmitted.

[0016] Other systems, methods, features and advantages of the invention will be or will become apparent to one with skill in the art upon examination of the following figures and detailed description. It is intended that all such additional systems, methods, features and advantages be included within this description, be within the scope of the invention, and be protected by the accompanying claims.

BRIEF DESCRIPTION OF THE DRAWINGS

[0017] The components in the figures are not necessarily to scale, emphasis instead being placed upon illustrating the principles of the invention. In the figures, like reference numerals designate corresponding parts throughout the different views.

[0018] FIG. **1** is a block diagram illustrating the geographic limitation of an exemplary communication system;

[0019] FIG. **2** is a block diagram illustrating and exemplary communication system;

[0020] FIG. **3** is a block diagram illustrating the geographic limitation of posting and retrieving of posts of an exemplary embodiment of the communication system;

[0021] FIG. **4** is a perspective view of an exemplary placard;

[0022] FIG. **5** is a block diagram illustrating an exemplary communication system; and